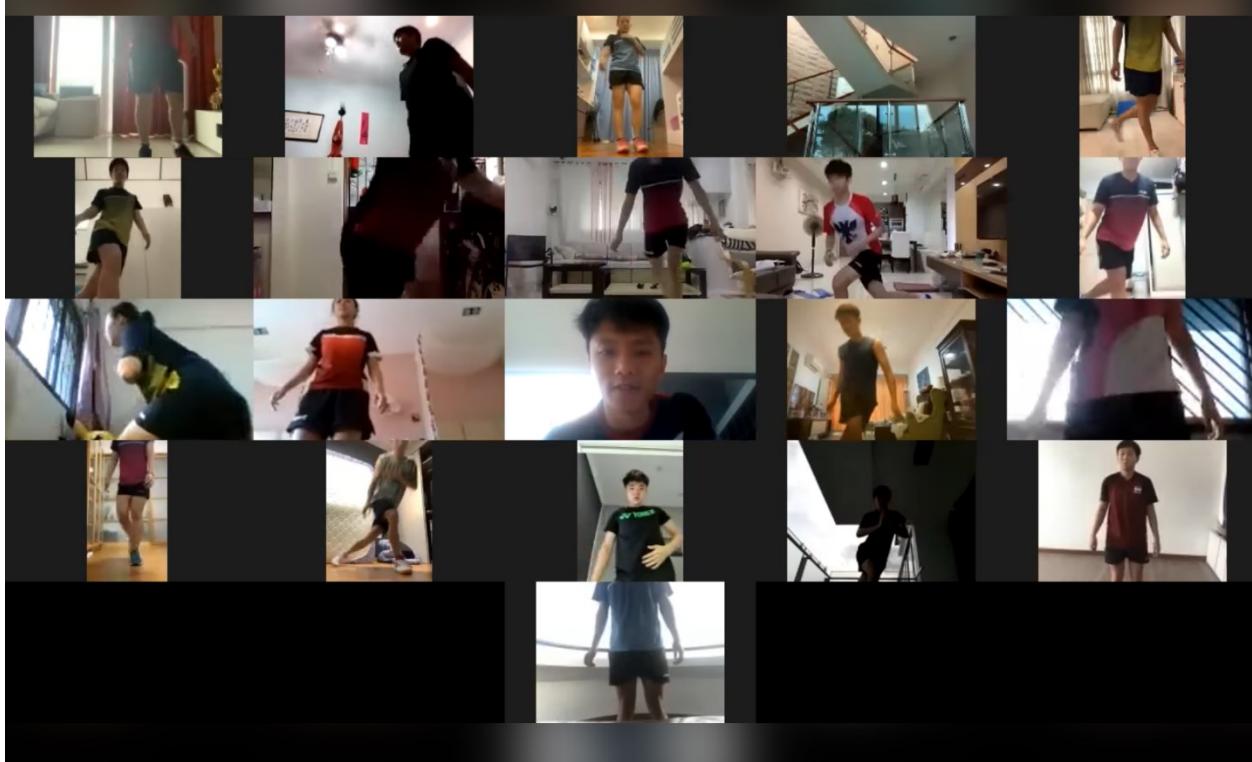


Quick Starter Guide on Using Video-Conferencing Tools for E-Coaching



Credits: Singapore Table Tennis Association

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FOREWORD

Dear Coaches,

As part of full home-based learning, many schools have ventured into video conferencing using applications such as Zoom and Google Meet to conduct “Live Lessons” for the first time. These are valuable tools for teaching and learning that can also help students and teachers continue to feel connected during this time.

For us coaches, even though we are unable to meet face to face with our athletes, coaching can continue online. CoachSG has put together a list* of some online video-conferencing tools for two-way communication with your athletes, that you can adopt for your online coaching session.

When using such applications, ensuring the safety and security of our athletes is of utmost importance. Please do your due diligence to understand the use and implications of these applications and ensure that the necessary settings and security features have been implemented before using any of these platforms. Make sure you are using fully updated versions of the applications before using them to conduct your e-coaching.

We hope you find this information useful in supporting you on your journey in taking your coaching digital.

Stay safe and healthy!

With Love,

CoachSG Team



*This list is for reference only and is non-exhaustive. CoachSG neither endorses the companies, nor the views they express or the products/services they offer.

Zoom



zoom

Basic	Pro	Business	Enterprise
Personal Meeting	Great for Small Teams	Small & Med Businesses	Large Enterprise-Ready
Free	\$14.99 /mo/host	\$19.99 /mo/host	\$19.99 /mo/host
Sign up, It's Free	Buy Now	Buy Now	Contact Sales
Host up to 100 participants	All Basic features +	All Pro features +	All Business features +
Unlimited 1 to 1 meetings	Includes 100 participants	Includes 300 participants	Enterprise includes 500 participants
40 mins limit on group meetings	Need more participants?	Need more participants?	Enterprise Plus includes 1,000 participants
Unlimited number of meetings	Meeting duration limit is 24 hrs	Dedicated phone support	Unlimited Cloud Storage
Ticket Support	User management	Admin dashboard	Dedicated Customer Success Manager
+ Video Conferencing Features	Admin feature controls	Vanity URL	Executive Business Reviews
+ Web Conferencing Features	Reporting	Option for on-premise deployment	Bundle discounts on Webinars and Zoom Rooms
+ Group Collaboration Features	Custom Personal Meeting ID	Managed domains	
+ Security	Assign scheduler	Single sign-on	
	1GB of MP4 or M4A cloud recording	Company branding	
	REST API	Custom emails	
	Skype for Business (Lync)	LTI integration	

[Click here](#) for Zoom Price Plans

Download Zoom:

1. By mobile via: [Google App Store](#) or [Apple Store](#)
2. By computer you can [sign in](#) directly from your browser or download the app [here](#)

Quick Zoom Starter Videos:

1. [How To Teach an Online Lesson with Zoom](#) (3:43)
2. [How To Use Zoom Meeting and Video Conferencing \(2020\)](#) (4:58)

How to Use Zoom Functions Videos:

[Summary of How-to videos](#)

More Resources via Zoom Website:

<https://zoom.us/docs/en-us/covid19.html>

Sign up for Free Zoom Live Tutorials [here](#).

Enhancing Security While Using Zoom:

1. Download the Latest Version

If you are downloading the Zoom app on your computer, ensure you have the latest version. As of 13 April, the latest version is **4.6.10 (200041.0408)**

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download [here](#).

[Download](#)

Version 4.6.10 (20041.0408)

2. Implementing Security Settings for Zoom

Enable

- i. Use Unique ID for meeting or only allow access by email address only
- ii. Enable password for the meeting, use a strong password
- iii. Enable a Waiting Room - participant will have to be admitted to the meeting
- iv. Enable Mute all participants

Disable

- i. Disable file sharing to avoid sharing of malicious files
- ii. Disable all remote control and remote support feature what will allow users to take over your device
- iii. Disallow participants to join before host
- iv. Disable recording unless required (note that students/participants may still be able to take a recording of the session using other recording tools)
- v. Disable screen sharing for all participants
- vi. Disable annotation/whiteboard for all participants
- vii. Disable private chat

3. Step by Step Guide to Enable/Disable Settings for Zoom

Scroll down the settings tabs under **Meeting** to enable and disable the following:

zoom
SOLUTIONS ▾
PLANS & PRICING
CONTACT SALES
SCHEDULE A MEETING

PERSONAL
 Meeting
Recording
Telephone

Profile
Meetings
Webinars
Recordings
Settings

Schedule Meeting

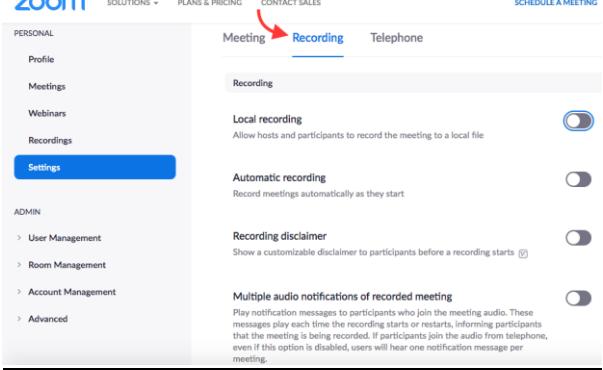
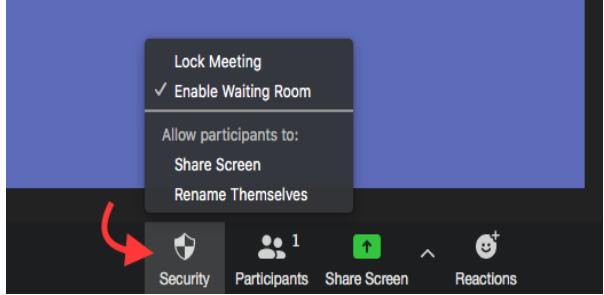
Host video
Start meetings with host video on

Participants video
Start meetings with participant video on. Participants can change this during the meeting.

<p>Host video</p> <p>Start meetings with host video on</p>	<p>Embed password in meeting link for one-click join</p> <p>Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password.</p>
<p>Participants video</p> <p>Start meetings with participant video on. Participants can change this during the meeting.</p>	<p>Require password for participants joining by phone</p> <p>A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated.</p>
<p>Join before host</p> <p>Allow participants to join the meeting before the host arrives</p>	<p>Mute participants upon entry</p> <p>Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves. <input checked="" type="checkbox"/></p>
<p>Use Personal Meeting ID (PMI) when scheduling a meeting</p> <p>You can visit Personal Meeting Room to change your Personal Meeting settings.</p>	
<p>Use Personal Meeting ID (PMI) when starting an instant meeting</p>	

<p>Require Encryption for 3rd Party Endpoints (H323/SIP)</p> <p>Zoom requires encryption for all data between the Zoom cloud, Zoom client, and Zoom Room. Require encryption for 3rd party endpoints (H323/SIP).</p> <p>Chat</p> <p>Allow meeting participants to send a message visible to all participants</p> <p>Private chat</p> <p>Allow meeting participants to send a private 1:1 message to another participant.</p> <p>Auto saving chats</p> <p>Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.</p> <p>Play sound when participants join or leave</p> <p>Play sound when participants join or leave</p> <p>File transfer</p> <p>Hosts and participants can send files through the in-meeting chat. </p>	<p>Screen sharing</p> <p>Allow host and participants to share their screen or content during meetings</p> <p>Who can share?</p> <p><input checked="" type="radio"/> Host Only <input type="radio"/> All Participants</p> <p>Who can start sharing when someone else is sharing?</p> <p><input checked="" type="radio"/> Host Only <input type="radio"/> All Participants</p> <p>Disable desktop/screen share for users</p> <p>Disable desktop or screen share in a meeting and only allow sharing of selected applications. </p> <p>Annotation</p> <p>Allow participants to use annotation tools to add information to shared screens </p> <p>Whiteboard</p> <p>Allow participants to share whiteboard during a meeting </p> <p>Remote control</p> <p>During screen sharing, the person who is sharing can allow others to control the shared content</p> <p>Allow removed participants to rejoin</p> <p>Allows previously removed meeting participants and webinar panelists to rejoin </p> <p>Allow participants to rename themselves</p> <p>Allow meeting participants and webinar panelists to rename themselves. </p>
---	--

Remote support	<input type="checkbox"/>	Waiting room	<input checked="" type="checkbox"/>
Allow meeting host to provide 1:1 remote support to another participant		Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. <small>(V)</small>	
Closed captioning	<input type="checkbox"/>		
Allow host to type closed captions or assign a participant/third party device to add closed captions			
Save Captions	<input type="checkbox"/>		
Allow participants to save fully closed captions or transcripts			
Far end camera control	<input type="checkbox"/>		
Allow another user to take control of your camera during a meeting			
Virtual background	<input type="checkbox"/>		
Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings.			

<p>Scroll down the settings tabs for Recording to enable and disable the following:</p> 	<p>Before the start of your E-Coaching Session</p> <ol style="list-style-type: none"> I. Click on the Security Icon II. Check that the following are checked / unchecked 
--	--

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Cisco Webex

 Cisco webex			
 Free Personal \$0 per month per host Sign Up	Starter Small teams \$13.50 per month per host Buy Now	Plus Mid-size teams \$17.95 per month per host Buy Now	Business Large teams & businesses \$26.95 per month per host Buy Now Minimum 5 licenses per month
Free features <ul style="list-style-type: none"> ▪ Up to 100 participants in each meeting (Up from 50) ▪ Meet as long as you want (Up from 40 min limit) ▪ Call-in for audio (in addition to existing VoIP capabilities) ▪ Unlimited number of meetings ▪ Desktop, application, file & whiteboard sharing options ➤ Video conferencing features ➤ Webex Teams collaboration features ➤ Mobile features ➤ Security features Online support 	All Free features + <ul style="list-style-type: none"> Up to 50 participants in each meeting Meet as long as you want Call-in for audio 5 GB of cloud storage Recording transcriptions MP4 meeting recordings Desktop, application, file & whiteboard sharing options Customizable Personal Room link Webex Meetings integrations with other applications Join from a video system or application User management Administrative feature controls Business hours customer support ➤ Security features ➤ Optional add-ons 	All Starter features + <ul style="list-style-type: none"> Host up to 100 participants Ability to assign alternate hosts Allow others to schedule meetings on behalf of the host Customizable Webex site URL Administrative portal Analytics and troubleshooting 24/7 Customer support ➤ Optional add-ons 	All Plus features + <ul style="list-style-type: none"> Host up to 200 participants 10 GB of cloud storage Branding and customizations Single sign-on Microsoft Exchange and Active Directory sync Domain claim ➤ Optional add-ons

[Click here](#) for Cisco WebEx Price Plans

Download WebEx:

1. By mobile via: [Google App Store](#) or [Apple Store](#)
2. By computer you can [sign in](#) directly from your browser or download the app [here](#)

Quick WebEx Starter Videos :

1. [How to Use Cisco WebEx Meetings: Quick Start Guide \(3:55\)](#)
2. [How to Use Cisco WebEx for Video Conferencing and Online Meetings \(10:54\)](#)

How to Use Cisco WebEx Functions Videos:

1. [How to Share Content During a Cisco WebEx Meeting \(1:55\)](#)
2. [How to Use WebEx Meetings with your iPhone Calendar \(2:24\)](#)
3. [How to Change the Video Layout in WebEx Meetings \(1:37\)](#)

More Resources via Cisco WebEx Website:

1. <https://help.webex.com/en-us/8bzter/Cisco-Webex-Meetings-Video-Tutorials>
2. <https://help.webex.com/en-us/nrebr3c/Get-Started-with-Cisco-Webex-Meetings-for-Hosts>

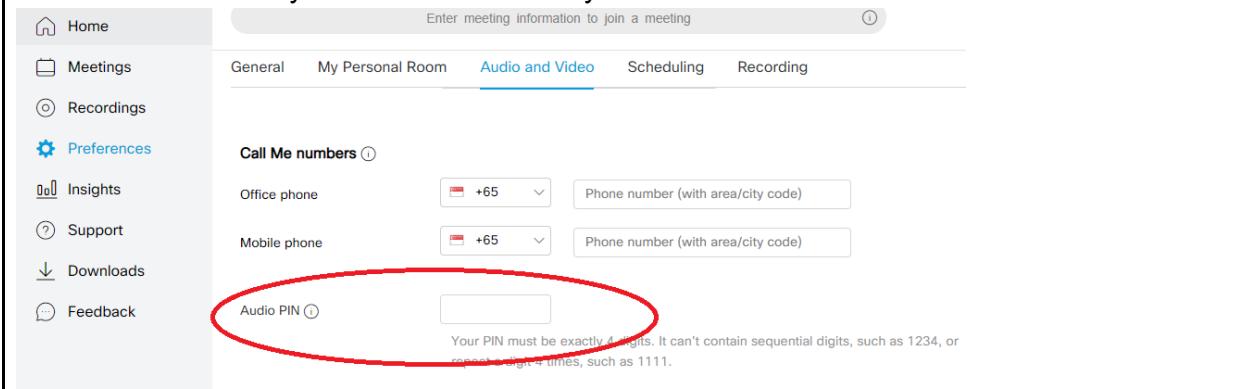
Enhancing Security While Using Cisco WebEx:

1) Download the Latest Version

If you are downloading the WebEx app on your computer, ensure you have the latest version. As of 17 April, the latest version is **WBS 40.2.14.19**

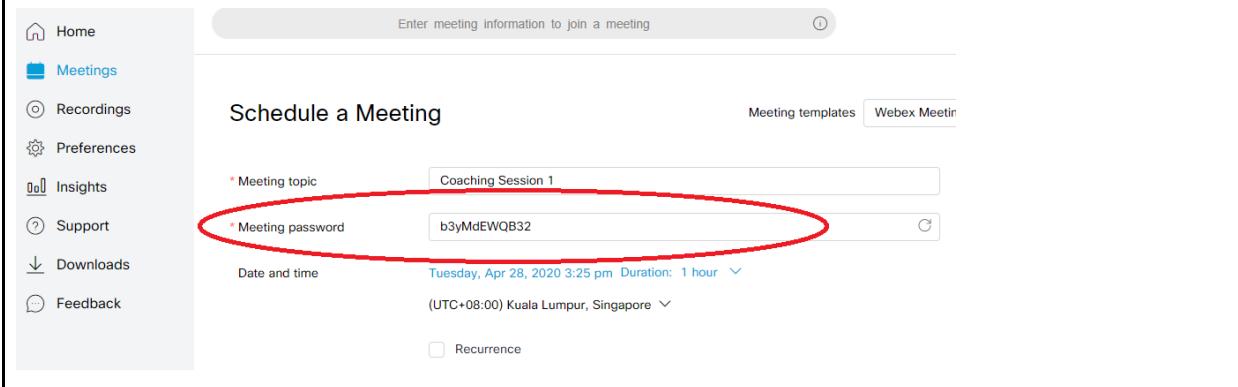
2) Implementing Security Settings for Cisco WebEx

- Do not share your audio PIN with anyone



The screenshot shows the Cisco WebEx web interface under the 'Audio and Video' tab. On the left is a sidebar with links like Home, Meetings, Recordings, Preferences (which is selected), Insights, Support, Downloads, and Feedback. The main area has tabs for General, My Personal Room, Audio and Video (which is active), Scheduling, and Recording. Under 'Call Me numbers', there are fields for Office phone and Mobile phone, each with a dropdown for country code (+65). Below these is a field for 'Audio PIN' with a red oval circle around it. A note below says: 'Your PIN must be exactly 4 digits. It can't contain sequential digits, such as 1234, or repeat a digit 4 times, such as 1111.'

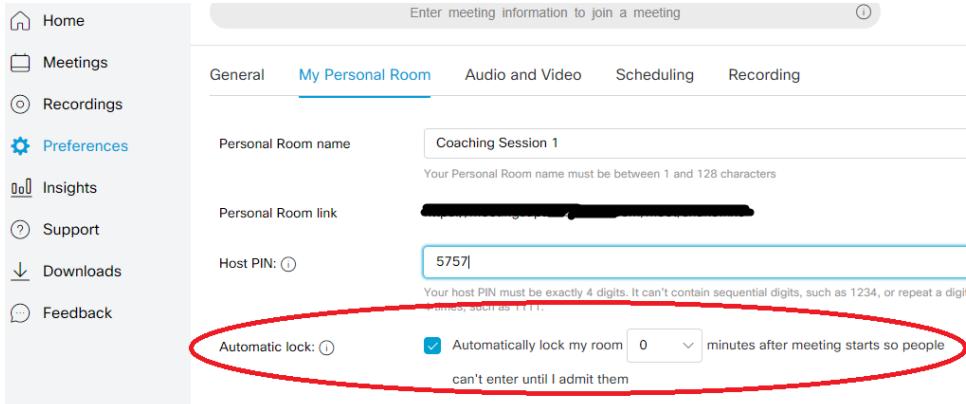
- Secure Meetings with complex passwords and only provide the passwords to those who need them



The screenshot shows the 'Schedule a Meeting' page. The sidebar is identical to the previous one. The main area has a 'Meeting topic' field containing 'Coaching Session 1' and a 'Meeting password' field containing 'b3yMdEWQB32', which is also circled in red. Below these are fields for 'Date and time' (set to Tuesday, Apr 28, 2020 3:25 pm Duration: 1 hour) and 'Location' (UTC+08:00 Kuala Lumpur, Singapore). There is also a checkbox for 'Recurrence'.

- Never share sensitive information in your meeting until you are certain who is in attendance
- Autolock Personal Room:

Set your Personal Room to automatically lock when the meeting starts. WebEx recommends locking your room at 0 minutes.



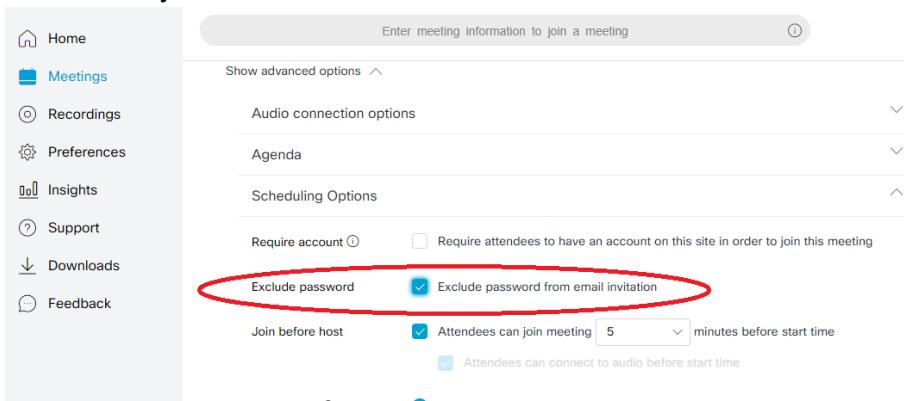
The screenshot shows the 'My Personal Room' tab selected in the navigation bar. The 'Personal Room name' field contains 'Coaching Session 1'. The 'Personal Room link' field shows a URL starting with 'https://'. The 'Host PIN' field contains '5757'. Below these fields, there is a section titled 'Automatic lock:' with a checkbox labeled 'Automatically lock my room 0 minutes after meeting starts so people can't enter until I admit them'. This entire section is circled in red.

- Personal Room notifications during meetings:

Upon locking your Personal Room, you can then screen anyone waiting in the lobby. You will be notified when someone enters the lobby and can choose to admit the person or not.

- Exclude meeting passwords from invitations:

The password will not appear in the invitation and you can provide the password to attendees by other means.



The screenshot shows the 'Show advanced options' section expanded. Under 'Scheduling Options', there is a 'Require account' checkbox and a note about requiring accounts. Below this, there is a section for 'Exclude password' with a checkbox labeled 'Exclude password from email invitation'. This entire section is circled in red.

- Request that meetings invites are not forwarded

- Assign passwords to recordings and delete recordings that are no longer relevant:

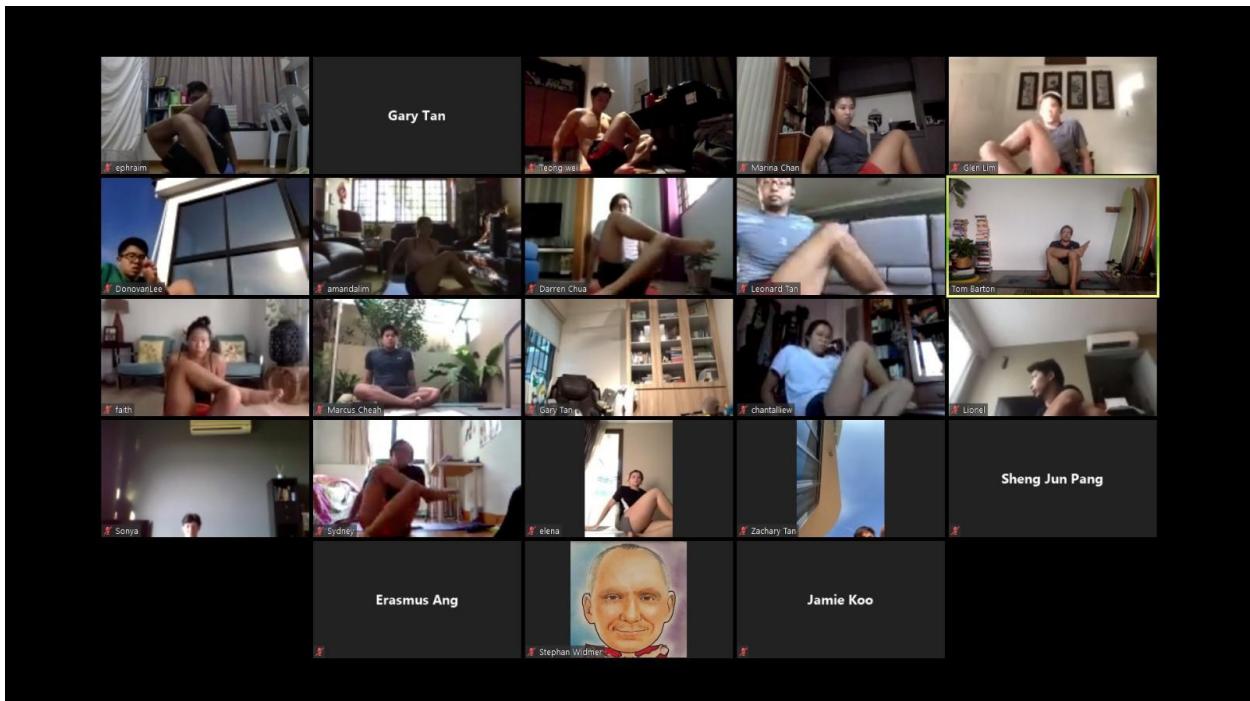
The best way to prevent unauthorized access to recordings is not to create any recordings

Refer to this link below for more details on enhancing security when using the Cisco WebEx platform:

https://help.webex.com/en-us/8zi8tq/Cisco-Webex-Best-Practices-for-Secure-Meetings-Hosts#concept_48653A7246C9127435EBB8028B65EE21

Read more about Cisco WebEx's meetings security in this [White Paper](#)

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Credits: Singapore Swimming Association

Lifesize



Free	Standard	Plus	Enterprise
6 months free \$0 host/month Unlimited meeting duration	For small teams \$16.95 host/month Starting at 1 host	For small and midsize companies \$14.95 host/month Minimum of 15 hosts	For large organizations \$12.95 host/month Minimum of 50 hosts
Sign up	Sign up	Buy now	Contact sales
Free Features <ul style="list-style-type: none"> ✓ Unlimited meetings ✓ Host up to 25 participants ✓ Personal meeting room ✓ Native desktop and mobile apps ✓ Online support 	Standard Features <ul style="list-style-type: none"> ✓ All Free features, plus ✓ Host up to 100 participants ✓ Meet for up to 24 hours ✓ Single sign-on (SSO) support ✓ Centralized management console ✓ Online and chat support 	Plus Features <ul style="list-style-type: none"> ✓ All Standard features, plus ✓ Host up to 300 participants ✓ Microsoft integrations ✓ Real-time meeting insights ✓ Phone and email support ✓ 1 hour cloud recording storage per host 	Enterprise Features <ul style="list-style-type: none"> ✓ All Plus features, plus ✓ Live stream 1,000 viewer events ✓ Unlimited US audio calling ✓ Branding and customization ✓ Premium support ✓ Unlimited meeting recording

Download Lifesize:

1. By mobile via: [Google App Store](#) or [Apple Store](#)
2. By computer you can [sign in](#) directly from your browser or download the app [here](#)

Quick Lifesize Starter Videos:

<https://www.lifesize.com/en/resources/videos/getting-started-with-lifesize-free> (1:30)

Videos & Quick Start Guides:

[Guest Calling on the Lifesize App](#)

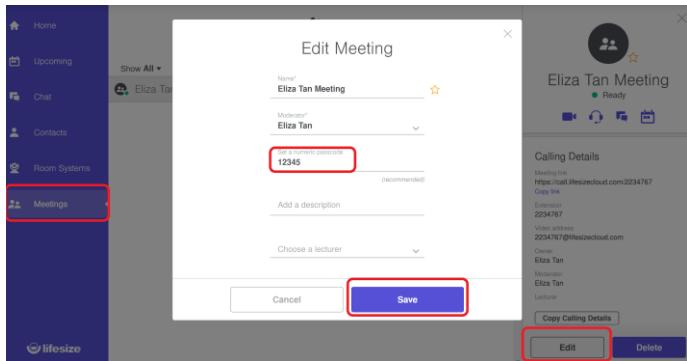
[Using Lifesize Moderator Controls | Lifesize Training](#)

[More How to Use Lifesize Resources](#)

Enhancing Security While Using Lifesize:

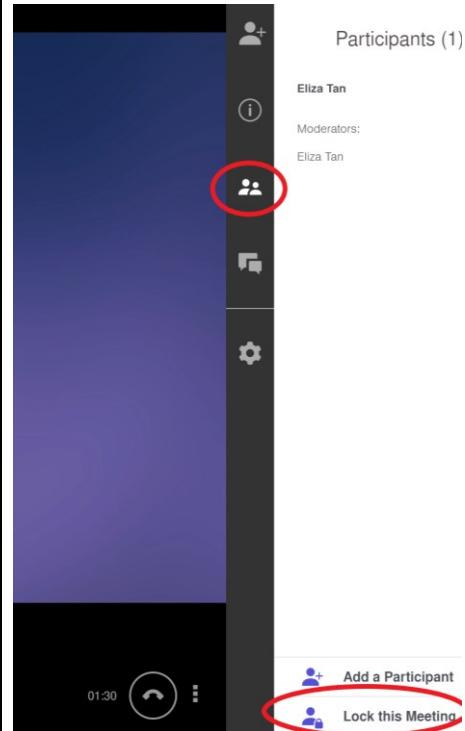
Add a Meeting Passcode

- I. Click Meetings from the left navigation pane
- II. Select a Meeting
- III. Click Edit
- IV. Add a Numeric Passcode to the meeting
- V. Click Save



Lock Meeting once all Participants have joined:

- I. Click on Participants Tab
- II. Click 'Lock this Meeting'



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Skype



With the Skype video chat app, group video calling for up to **50 people is available for free** on just about any mobile device, tablet or computer.

Download Skype:

By mobile via: [Google App Store](#) or [Apple Store](#)

By computer you can [sign in](#) directly from your browser or download the app [here](#)

Conduct Easy video meetings with no sign-ups or downloads:

<https://www.skype.com/en/free-conference-call/>

Quick Skype Starter Videos:

1. [How to find your way around on Skype for Windows](#)
2. [How to use Skype Meetings](#)
3. [Making Group Calls with iPhone](#)

Check out more features here:

<https://www.skype.com/en/features/>

Enhancing Security While Using Skype:

[Protecting your online safety, security and privacy](#)

[Is Skype Safe, Private, and Secure? + 5 Skype Safety Tips](#)

[Blocking and Reporting someone in Skype](#)

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Google Hangouts Meet



Google Hangouts Meet or Google Meet is a video conferencing app that enables users to join pre-scheduled meetings from calendar events or URL links. Hangouts Meet is part of G Suite communication features and therefore require a G Suite account to schedule and host meetings.

Basic

\$6

USD / user / month

[START FREE TRIAL](#)

BEST VALUE Business

\$12

USD / user / month

[START FREE TRIAL](#)

Enterprise

\$25

USD / user / month

[START FREE TRIAL](#)

INCLUDED APPLICATIONS

-  Gmail Business email
-  Hangouts Meet Video and voice conferencing (for up to 100 participants per call)
-  Hangouts Chat Secure team messaging
-  Calendar Shared calendars
-  Drive 30 GB cloud storage
-  Docs Word processing
-  Sheets Spreadsheets
-  Slides Presentation builder
-  Forms Professional surveys builder
-  Sites Website builder
-  Keep Shared notes
-  Currents Engage employees
-  Apps Script Automate, Integrate and extend with G Suite

INCLUDED APPLICATIONS

-  Gmail Business email
-  Hangouts Meet Video and voice conferencing (for up to 150 participants per call)
-  Hangouts Chat Secure team messaging
-  Calendar Shared calendars
-  Drive **Unlimited** cloud storage (or 1TB per user if fewer than 5 users)
-  Docs Word processing
-  Sheets Spreadsheets
-  Slides Presentation builder
-  Forms Professional surveys builder
-  Sites Website builder
-  Keep Shared notes
-  Currents Engage employees
-  Apps Script Automate, Integrate and extend with G Suite
-  Cloud Search Smart search across G Suite

INCLUDED APPLICATIONS

-  Gmail Business email
-  Hangouts Meet Video and voice conferencing (for up to 250 participants per call)
-  Hangouts Chat Secure team messaging
-  Calendar Shared calendars
-  Drive **Unlimited** cloud storage (or 1TB per user if fewer than 5 users)
-  Docs Word processing
-  Sheets Spreadsheets
-  Slides Presentation builder
-  Forms Professional surveys builder
-  Sites Website builder
-  Keep Shared notes
-  Currents Engage employees
-  Apps Script Automate, Integrate and extend with G Suite
-  Cloud Search Smart search within and outside of G Suite

SECURITY AND MANAGEMENT	SECURITY AND MANAGEMENT	SECURITY AND MANAGEMENT
⌚ 24/7 support By phone, email and online	⌚ 24/7 support By phone, email and online	⌚ 24/7 support By phone, email and online
👤 Admin Security and administration controls	👤 Admin Security and administration controls	👤 Admin Security and administration controls
Enterprise-grade access control with security key enforcement	Archive and set retention policies for emails and chats	Archive and set retention policies for emails and chats
Advanced Protection Programme	Data regions for G Suite	Data regions for G Suite
🌐 Endpoint Management Remotely manage your mobile fleet	Enterprise-grade access control with security key enforcement	Security centre for Gmail
	Advanced Protection Programme	Data loss prevention for Gmail
	Vault Retain, archive and search data	Data loss prevention for Drive
	eDiscovery for emails, chat and files	Hosted S/MIME for Gmail
	Audit reports to track user activity	Integrate Gmail with compliant third-party archiving tools
	🌐 Endpoint Management Remotely manage your mobile fleet	Enterprise-grade access control with security key enforcement
		Gmail log analysis in BigQuery
		Advanced Protection Programme
		Vault Retain, archive and search data
		eDiscovery for emails, chat and files
		Audit reports to track user activity
		👤 Cloud Identity Premium Manage users, devices and apps
		🌐 Endpoint Management Remotely manage your mobile fleet
		Context-aware access

[Click here](#) for Google Suite Price Plans

Download Google Meet:

1. By mobile via: [Google App Store](#) or [Apple Store](#)
2. By computer, no download is required. You can access directly from your browser [here](#)

Quick Google Meet Starter Videos:

1. [How to Use Google Meet - Video Conferencing \(Beginner's Guide\) \(7:29\)](#)
2. [How to Use Google Meet App on iPhone or Android \(8:46\)](#)

How to Use Google Meet Function Videos:

1. [Screen Sharing with Google Meet \(2:45\)](#)
2. [How to Share Files and Attachments on Google Meet \(5:31\)](#)
3. [How to Take Attendance on Google Meet \(5:00\)](#)

More Resources Via Google Meet Website:

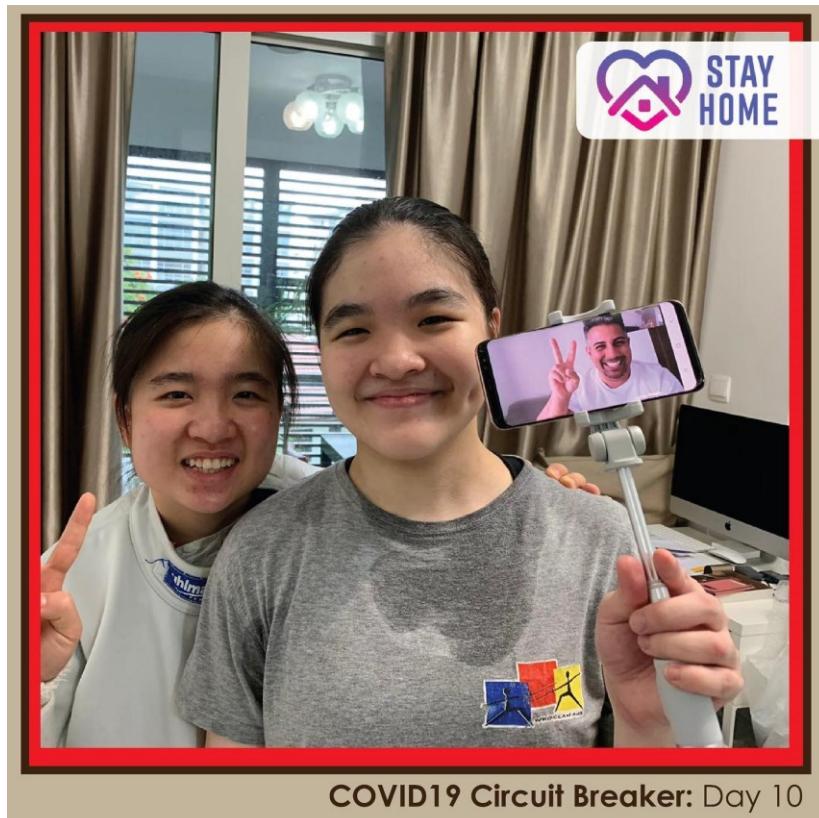
<https://support.google.com/a/users/answer/9282720>

Enhancing Security While Using Google Meet:

Google Meet's security controls are turned on by default.

[Read more about existing security implementations here](#)

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Credits: Fencing Singapore

General Security Measures when Using Online Video Conferencing Platforms

1. Meeting Schedule

Post the meeting details in a closed channel (e.g. whatsapp group or personal emails)

- Do not post the meeting details on publicly accessible platforms such as Facebook.
- Restrict the dissemination of the meeting details to only the participants.

2. Establish Rules for Your Athletes/Participants

- Do not share the meeting details with others
- Use your real name to log in, not a pseudonym, e.g. Full Name
- Wait for your coach/CCA teacher to verify you and your teammates
- Switch on your camera to allow your coach/CCA teacher to identify you
- Observe cyber wellness, e.g. respect others by using appropriate language and not sending inappropriate content to your peers

3. Correct Settings (Before Session)

- Be early for the meeting and check through the security settings
- Verify your participants (both by name and face) INDIVIDUALLY
 - i. If there are unidentifiable participants, do not admit them.
 - ii. If a participant used a different name, ask them to change to their real name before admitting them.
- Lock your meeting room (if applicable)
- Start your lesson and ask your participants to switch on their camera views
- Conduct your ‘live’ lessons while monitoring the participants like you would in a training
- If you are conducting an eCCA session for students, do ensure that the CCA teacher is present in the online session as well

4. If intruders enter your e-coaching session:

- Inform participants that you are ending the meeting and end the meeting immediately
- Adjust the necessary settings to prevent intruders
- Invite the participants to join the new meeting
- Verify that the intruder did not join the new meeting
- Lock the meeting room
- Explain to the participants what happened
- Identify any participants who have been emotionally affected by the incident
- End the meeting, counsel or refer the affected participants to a school counsellor (if necessary)
- If it is a school e-coaching session, do inform your CCA teacher in charge on the details of the incident

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Other Resources

- [ActiveSG Circle](#): Sign up to conduct virtual coaching classes to a wider community
- [CoachSG YouTube Channel](#): Check out our latest Home Based Learning videos and other resources that you can adapt for your online coaching
- Follow us on our CoachSG [Facebook Page](#) and [Instagram](#) for updates

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Version Updated: 22/4/2020